



*eBusiness Operations  
Office:  
Roles &  
Responsibilities*

**27 November 2001**



# *Roles & Responsibilities*

- 1. Account setup and activation**
- 2. Provide EAGLS access for APCs**
- 3. Manage DoD Travel Card Program per FMR Volume 9, Chapter 3**
- 4. Perform as the Navy central POC for review and approval/disapproval of APC special requests**



# *Roles & Responsibilities*

- 5. Review and approve/disapprove customer written requests for Unit Travel cards**
- 6. Coordinate with CNO N41 on items that impact SATO contractual agreement**
- 7. Represent the Navy as the Navy CPM in meetings with the card contractor, DFAS and other CPMs**



# *Roles & Responsibilities*

- 8. Provide guidance for conflicts, problems, or questions presented by the Navy customer community**
- 9. Liaison with bank of America**
- 10. Resolve credit balance accounts**
- 11. Provide pre-suspension and other reports as deemed necessary to aid APCs in preventing account suspensions**